Volunteers in Service Department

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Socially Responsible Citizen's Guide

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SOCIALLY RESPONSIBLE CITIZEN'S GUIDE, VOLUNTEERS IN SERVICE PROGRAM

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Unit 1: Before You Begin Volunteer Work

Volunteer Work can mean different things to different people. But at U-VIS, we believe in the following definition.

What is Volunteer Work?

"Volunteer Work is an act in recognition of a need, with an attitude of Social Responsibility and without concern for personal monetary benefit, going beyond one's basic obligations."

Thus a **Volunteer** is someone who gives time, effort and skill to a need or cause without profiting monetarily or otherwise.

Why Volunteer?

As per the Quranic reference:
"Help ye one another in righteousness and piety, but help ye not one another in sin and rancor." (Al-Quran, 5:2)
"And do good; that ye may prosper." (Al-Quran, 22:77)

And with reference to our Holy Prophet (PBUH):
The Prophet (PBUH) said, "On every Muslim there is enjoining a compulsory sadqa alms." They, the people, said, "If one has nothing?" He said, "He should work with his hands so that he may benefit himself and give in charity." They said, "If he cannot work or doesn't work?" He said, "Then he should help the oppressed unhappy person by word or action or both."

Thus, it is our religious obligation to volunteer to help the ones in need. UCP has taken an initiative in this regard to engage our youth in Volunteer Work / Community Service so as to give them a view of the flip side of the picture, to tell them about the hunger, deprivation, ailments and social problems that people living around us face each day.

The basic aim of putting our students through this process is to show them the harsh realities of life that people are facing every day and how they, as Socially Responsible Citizens, can respond by helping those in need due to one social issue or another.

Your task during VIS program is to learn what social issue or *Sustainable Development Goal (SDG) your placement site (organization) is working on, aspects of that SDG, why should they work on that SDG and how you can contribute to that specific cause when you join your careers.

How to Get Deployment / Placement?

To start the Mandatory Community Service through VIS Department, UCP students should first complete the **Basic Registration Process** as guided by the VIS Office.

After that, the volunteer should approach the VIS Office as and when he/she is available to perform the community service. Volunteers can choose any place for deployment out of VIS Partners List (Available on UCP website). A Deployment / Placement Letter will be issued by the VIS Office for a specific organization. The volunteer(s) will be briefed on how to perform Volunteer Work, how to maintain their annexes (i.e, Attendance Format, Volunteer's Feedback Form and Site Supervisor Evaluation Format), how to prepare and submit their report.

*17 Sustainable Development Goals (SDGs) have been set by the UN. You will find these on the next page.

The Global Goals — For Sustainable Development

1 NO POVERTY
2 NO HUNGER
3 GOOD HEALTH
4 QUALITY EDUCATION
5 GENDER EQUALITY
6 CLEAN WATER AND SANITATION
7 RENEWABLE ENERGY
8 GOOD JOBS AND ECONOMIC GROWTH
9 INNOVATION AND INFRASTRUCTURE
10 REDUCED INEQUALITIES
11 SUSTAINABLE CITIES AND COMMUNITIES
12 RESPONSIBLE CONSUMPTION
13 CLIMATE ACTION
14 LIFE BELOW WATER
15 LIFE ON LAND
16 PEACE AND JUSTICE
17 PARTNERSHIPS FOR THE GOALS

Details can be found at https://sdgs.un.org/goals

Deployment Letter and What to Do with It?

A Deployment Letter is a document issued by the VIS Office in the name of one of its Partners. It is a sort of intimation to the organization about the Name(s), Number of Volunteers and the relevant Contact Detail alongside the Dates of Placement, Daily Timing, Total Hours to be served by the Volunteer(s) and Breakup of Hours. It also holds the Name, Designation, Telephone Numbers and Address of the concerned person of the respective organization of placement. For a Deployment Letter to be authentic, it should be duly signed by an issuing authority from VIS Office.

The Deployment Letter also serves as the Joining Report of the Volunteer(s). Upon receiving the letter back at the office after being signed and stamped by Site Supervisor, the VIS Office records the joining status of the volunteer(s).

How to Withdraw/ Discontinue/ Skip/ Put on Hold?

Once a Deployment Letter has been issued to the volunteer, it is the responsibility of the volunteer to join the place of deployment as the VIS Office issues a Deployment Letter only after discussion with the volunteer and only if the volunteer agrees on the place and duration.

But still, in case the volunteer meets an emergency or any unavoidable situation, they should inform the VIS Office either by visiting the office within 2 days or via telephone/email on the same day. In case of monitoring, any person not found on the placement site (*leave without intimation*) will be automatically considered as *"Withdrawn Due to Leave without Intimation"* and will be put on hold till 6 months after passing out and no new placement will be issued before the said period (as per VIS SOPs).

During this period, if the student approaches the VIS Office, the team will guide on the further process but the concerned person will not be allowed to join the same place again and new deployment will be made when deemed suitable after the said period.

Therefore, it is very much necessary to inform the VIS Office even if one wants to avail a leave from the placement site because if the person is found absent (without intimation to VIS) during Monitoring Visit or Call he/she will be marked *"Absent"* and that may cause the same status for the person i.e., *"Withdrawn Due to Leave without Intimation"*.

How Much Service is Required?

Although, there's a general requirement of 65 hours for the Mandatory Community Service for degree completion, the amount of service you will be doing will depend on the number of hours left to be served. Some volunteers also participate in certain campaign that have a certain weight against Mandatory Volunteer Service Hours (MVSH). Those hours will be subtracted while issuing a Deployment Letter.

A Deployment Letter issued before placement has all the details like:

DEPLOYMENT DETAILS	
Service Learning Duration:	**65 hours**
Breakup:	**Days:** Monday to Saturday **Timing:** 9:00am to 2:00pm
Placement Duration:	**From:** 18th Feb, 2021 **To:** 4th Mar, 2021

How to Get to the Site?

Volunteer Work sites are in a variety of locations, mostly in the provincial metropolis. These can be reached via public/ private transportation. Transport/Car-pooling is encouraged. Identify someone in class with the same schedule so that you can carpool, but the specific arrangements of carpooling must be worked out between you and your fellow students so as to avoid any conflict. VIS Office will not play any role in this process.

In case, you don't know the place, you will find the address on your deployment letter below the addressee's name. If you are still unable to identify the address, get instructions from VIS Office or the Site Supervisor whose contact details are available on your Deployment Letter.

Unit 2: During Your Community Service

This unit tells about not only how to perform your community service, but also how to thrive in it and achieve your academic learning objectives.

How to Perform Volunteer Service?

After the Deployment Letter is issued from VIS Office, you should join the work site as per the date and time mentioned on your Deployment Letter.

The tasks to perform at the worksite will be assigned to you by the Site Supervisor. These tasks should be completed within the specified time as guided by the Site Supervisor. If you have some difficulty in performing a certain task, you should ask the Site Supervisor for guidance. You should not refuse to do any task as it is your responsibility to support the organization in any way they see fit. But you are not supposed to get involved in any un-ethical, un-lawful or illegal activities and inform VIS Office immediately if asked to perform any such task.

VIS Department discourages the volunteers for getting involved in any financial transaction with the organization. UCP Students are **NOT ALLOWED** to get involved in **Fund Raising** that involves collection of cash or cheque either from your own reference or that of the organization. But still you can **Plan**, **Organize** and **Run** a **Fund Raising Campaign** for the organization of placement, avoiding involvement in cash or cheque handling at any time or in any way.

UCP Volunteers are to perform their duty with distinction and bring good name to the institution. Anyone doing otherwise shall be liable to disciplinary action. Any sort of misconduct at the placement site or in its surroundings is highly discouraged and VIS Department reserves the right to take action against the person, if found guilty of misconduct.

Be punctual and responsible. Although you are volunteering your time, you are participating in the organization as a reliable, trustworthy, contributing member of the team and a representative of your institution, i.e, UCP, and your family as well. Both the administrators and the person, whom you serve, rely on your punctuality and commitment to completing your service hours throughout your placement with honesty. In case, your supervisor asks you to run an awareness campaign in UCP, contact VIS Office for prior approval of the activity from concerned authorities here at UCP.

Other things to avoid are:
- DON'T give or lend any one at placement site, money or other personal belongings.
- DON'T make promises or commitments that you cannot keep.
- DON'T give any one a ride in a personal vehicle.
- DON'T tolerate verbal exchange of sexual nature or engage in behavior that might be perceived as sexual with any partner organization representative.
- DON'T tolerate verbal exchange of words or engage in behavior that might be perceived as discriminating against an individual on the basis of their age, race, gender, sexual orientation, ability or ethnicity.
- DON'T engage in any type of business with any partner organization representative(s) during the term of your service.
- DON'T enter into personal relationships with any partner organization representative(s) during the term of your service.
- DON'T leave your personal belongings where others may be tempted to take them.
- DON'T wear excessive or expensive jewelry.

> ➤ DON'T form judgments quickly; you may not know the whole story.

How to Take a Leave? (In Case of Emergency Only)

While you are serving at the Placement Site, you are not allowed to take leaves either short or full day. But just in case of any unavoidable situation or emergency, you are allowed by asking permission of your Site Supervisor and informing the VIS Office right away. In case, you do not get permission from Site Supervisor or do not inform the VIS Office, you might get marked "*Absent*" in Monitoring Visit or Call. This would lead to cancellation of the Deployment and getting you banned for next 6 months or till 6 months after passing out, as the case might be, for further placement.

Therefore, it is your prime responsibility to get permission from Site Supervisor and also to inform VIS Office even if it's a short leave of a few hours. Your last date of service would be extended by the day(s) you get leave for as you have to complete your assigned hours.

Monitoring During Volunteer Work

While you are serving at the Placement Site, you are monitored by VIS Office in either of the two ways:

1) Telephonic Verification
2) Monitoring Visit

Monitoring is done on random basis. So anyone can be monitored randomly on any day or time. Therefore, not being at the Placement Site without intimation to VIS Office may lead to disqualification as per VIS Policy, as already mention.

What if There is a Problem?

In case of any problem, contact your Site Supervisor as soon as possible. In case the Site Supervisor doesn't solve your problem or help you out or if Site Supervisor is the causing the problem, contact VIS Office. You are not allowed to take things into your own hands in any case. Please remain calm and act maturely. DO NOT PANIC.

How to End the Service?

How you end your Volunteer Work experience is almost as important as the beginning. This is especially important for students who are doing their volunteer work through Placement / Deployment where they are visiting a site on a regular basis, working under a Site Supervisor.

Above all, don't just "disappear". Saying "good-bye" is also an opportunity to say "thank you." Remember, you have benefited from your service as much, if not more than, you have benefited others. Take this opportunity to express your appreciation to those you have been working with, including the Site Supervisor, staff members and the organization. To formalize the end of the Volunteer Work experience, you may choose to do one or more of the following:
• Write a "Letter of Gratitude" to the Site Supervisor or the Placement Site.
• Take a "selfie" with the Site Supervisor and his team.
• Capture photographs of the work site, compile an album and present to Site Supervisor.
• Compile a booklet, essays or other assignments for the Placement Site.
• Plan and/or participate in a culminating event at the site (parties, field trips).
• Invite community partner(s) to culminating events on campus (for example: presentations).

How to Make VIS Report?

It is advised that you maintain a Daily Log (on NOTES given at the end of Annexures) of activities that you perform each day. The Daily Log should at least be 4-5 lines long for each day. You should try to write each and every detail of each day so as to justify the time that you spend at the Placement Site.

Failing to do so may lead to rejection of your report. This Daily Log should be typed and put under the title of "Day/ Date Wise Activities" (as mentioned in the Reporting Format).

This portion should not be plagiarized from any other report and not even from the data of other volunteers of your group (even in case of Combined/Group Report) even if you have been doing the same work/activities. Everyone has one's own understanding, observation and learning. So your daily reflection or log should be different from others.

VIS Office, at the time of deployment, provides you with briefing on all aspects including Report Format. A Report Format is being attached in this Handbook.

In case, you have done some campaigns as well, please add a separate heading and paragraph of 10-15 lines for each campaign after the "Day/ Date Wise Activities". Complete Annexes portion, from A1 to A4 and Notes, should be attached at the end of the report in original after getting A1 and A4 duly signed and stamped by the Site Supervisor. A2 to A3 is the Volunteer's Feedback form. Volunteer should fill it after completion of placement tenure.

Signature and Stamp of Site Supervisor

Please make sure that **Attendance Sheet (A1)** and **Site Supervisor's Evaluation (A4)** are completely filled and have your Site Supervisor's **Signatures and Stamp** before submitting the report to VIS Office. Without signatures and stamp on both formats, your report will not be accepted.

Report Format

A Standard Report Format is attached here for your convenience. The most important contents are: Day/Date Wise Activities, Attendance Sheet (A1), Feedback Form (A2-A3) and Site Supervisor's Evaluation (A4).

(Format Starts from Next Page)

VOLUNTEER WORK DEPLOYMENT REPORT

TITLE (PLACEMENT SITE NAME AND ADDRESS)

VOLUNTEERS IN SERVICE PROGRAM (VIS)

START DATE

END DATE

Working Picture of Volunteer	Working Picture of Volunteer	Working Picture of Volunteer

**(GROUP MEMBERS/ INDIVIDUAL NAME
WITH REGISTRATION NUMBERS)**

MONOGRAM OF UNIVERSITY AND NAME

Contents required are as under:

1. Tables of contents
2. Introduction of the group/ individual (Maximum 1 page)
3. Organizational profile (Maximum 3 pages)
4. Date/day wise activities (Font size 12, 5-6 lines per day, individually)
5. What Social Issues Organization is Working on, How? (Maximum 1 Page)
6. Your Social Action Plan (SAP) (How do You Plan on Working on the Issue, Individually) (Minimum Half Page)
7. Working pictures (At Least 4-5)
8. Please attached the complete Annexures Section (given at the end of handbook in original).

Guidelines for Report Writing

1)Tables of Contents

Tables of contents should include all the content heads with page numbers.

2) Introduction of the Group/ Individual

The standard format for introduction of the individual is as per following:

- Name of the student
- Registration Number
- Course & Batch
- Contact number/ e-mail ID
- Mission of life

3) Organizational Profile

Short profile of the organization (maximum 3 pages).

4) Date/Day Wise Activities (individually)

- Each student's brief Day/ Date wise activities with name *(at least 5-6 lines per day, maximum Font Size:12)*

5) What Social Issues Organization is Working on, How?

- What have you learnt about the cause, its beneficiaries and working style of the organization to benefit its beneficiaries.

6) How Do You Plan on Working on the Issue / Development?

- After learning from the organization, give your own Social Action Plan mentioning that how would you deal with the issue or development aspect. In case of group, each group member should think and write a separate Social Action Plan

(SAP). Social Action Plan is a small-scale activity that an individual plans and executes in a community for a Social Cause.

7) Working Pictures

- Your working pictures should include you in the pictures while you work.

8) Annexures (From Volunteer's Handbook)

- Above mentioned formats should be completely filled before attaching in hardcopy in original. Attach images of these formats with softcopy while emailing it.

NOTE: Report should be submitted within 12 days after completion of the VIS activities in soft (MS. Word File) & hard copy (Printed and with Binding, Not Stapled or Filed). Failing to submit within the time frame will lead to "W" grade.

Email address for sending softcopy of report:
report.vis@ucp.edu.pk

Unit 3: Submission of Report & Status Update

This section guides about the process after the completion of service at worksite to certificate issuance.

Submission of Hard and Soft Copy

The report should be submitted in both Hard and Soft forms. Hard Copy should also include Annexes from A1 to A4 and Notes as mentioned before. Soft Copy (that you have prepared in MS Word) should be emailed at report.vis@ucp.edu.pk and should include the images of complete Annexures portion from the handbook.

Your report will only be reviewed if you submit both copies alongside. Missing anyone copy will lead to delay in review. In which case, the volunteer will be responsible for the delay.

How to Confirm VIS Completion Status?

Seven days after submission of your report at the VIS Office, you may contact to confirm the status of your report whether it has been accepted or not. In most rejection cases, VIS Office will either email, call or text you about the rejection or any issues. On resolving the issue, process will be completed.

HAPPY VOLUNTEERING!

ANNEXURES

A1 Attendance Sheet
A2 – A3 Volunteer's Feedback Form
A4 Supervisor's Evaluation of Volunteer

	Registration#	

University of Central Punjab

Volunteers in Service Program

SITE ATTENDANCE RECORD FORM

UCP-VIS

(Get the form signed and stamped by site supervisor for every day spent at the site and turn in the timesheet at the end of your placement to the VIS Department.)

Date	Activity	Time In	Time Out	Supervisor's Sign

Total Hours Served	
Volunteer Student's Signature	
Site Supervisor's Phone#	
Site Supervisor's Signatures and Stamp	

A1

University of Central Punjab

Volunteers in Service Program
VOLUNTEER EVALUATION OF PLACEMENT

UCP-VIS

Your feedback is highly valued by VIS Department. The information you provide below will assist us in continuing to strengthen the quality of the Volunteers in Service (VIS) program and volunteer opportunities at UCP. Any personal data you provide will only be used to give statistical information about respondents of this evaluation and your data will remain strictly confidential.

Volunteer's Information:

Name		UCP ID	
Course / Degree		Semester / Status	
Gender	M / F	Age	

Volunteer Placement Information:

Organization's Name	
Address	
Organization's Contact#	
Site Supervisor's Name	
Days Contributed	

1. Rate your service placement in the following areas (mark only one per row):

Sr#	Parameter	1	2	3	4	5
a.	Helpfulness of Staff					
b.	Adequate Orientation					
c.	Adequate Supervision					
d.	Meaningful Tasks to Perform					
e.	Recognition of Efforts					
f.	Supervisor's Behavior					

1 - Very Dissatisfied	2 - Dissatisfied	3 - Neutral	4 - Satisfied	5 - Very Satisfied

2. Did your service activities enhance your understanding of community development?

Yes		No	

If No, please explain: _____

3. Please circle the extent to which you agree with the following:

a. I feel that I was able to make a meaningful contribution to the community through this Volunteer Work experience.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

b. I feel more comfortable participating with the community after volunteer work.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

4. Would you ever enroll in another opportunity to volunteer?

Yes		No	

If No, please explain: _____

5. As a result of this experience, has your attitude toward volunteering / community service become (circle one):

More Positive	Positive	Neutral	Negative	More Negative

6. Were you given ample opportunity to reflect upon your service experience in writing?

Yes		No	

7. Please comment on the activities from which you gained the most insight.

8. Any suggestions on improving the Volunteers in Service program?

9. Would you recommend this site to future volunteers?

Yes		No	

If No, please explain: _____

Additional Comments *(if any)***:**

_____

Student's Signatures and Date	

University of Central Punjab
Volunteers in Service Program

UCP-VIS

SITE SUPERVISOR EVALUATION OF VOLUNTEER
(This student performance evaluation to be completed by site supervisor.)

Student's Name		UCP ID	
Placement Site		Site Supervisor	
Evaluation Period		Hours Worked	

A- Please rate the Volunteer's Performance in the following areas:

1- Unsatisfactory	2- Satisfactory	3- Neutral	4- Good	5- Excellent

1	Fulfillment of learning plan objectives	1	2	3	4	5
2	Sensitivity towards people with whom s/he worked	1	2	3	4	5
3	Responsibility for attendance and punctuality	1	2	3	4	5
4	Quality of performance of service activities	1	2	3	4	5
5	Commitment to completing tasks	1	2	3	4	5
6	Adaptability to change i.e scheduling needs	1	2	3	4	5
7	Respect for confidentiality	1	2	3	4	5
8	Awareness of role in the community/ organization	1	2	3	4	5
9	Benefit of service provided	1	2	3	4	5

B- Please explain any less than satisfactory rating i.e rating of 1 or 2:

_____

C- Please comment on the student's greatest strengths and any areas for improvement. Also, is there anything which this volunteer did which was particularly creative or noteworthy? Feel free to comment:

_____

Note for Site Supervisor: This evaluation will be considered in assessing the student's performance in his/her volunteer course. If you have any questions, please contact at Tel: (042) 35880007 / Ext 527. Thank you!

Site Supervisor's Signatures and Stamp	
Date	

NOTES

Day 1:

Day 2:

Day 3:

Day 4:

Day 5:

Day 6:

Day 7:

Day 8:

Day 9:

Day 10:

Day 11:

Day 12:

Day 13:

UCP – VIS Department is a distinguished member of UNITED NATIONS ACADEMIC IMPACT (UNAI), INTERNATIONAL ASSOCIATION FOR VOLUNTEER EFFORT (IAVE) USA and GLOBAL NETWORK OF VOLUNTEERING LEADERSHIP (GNVL) USA.

UCP-VIS is also the NATIONAL REPRESENTATIVE IN PAKISTAN for IAVE, USA.